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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/756,471	01/08/2001	Alasdhair Campbell	800431	7317

27964 7590 12/15/2005

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EXAMINER

CHOW, MING

ART UNIT

PAPER NUMBER

2645

DATE MAILED: 12/15/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

09/756,471

Applicant(s)

CAMPBELL ET AL.

Examiner

Ming Chow

Art Unit

2645

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 21 September 2005.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1,2,4-14 and 16 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1,2,12-14 and 16 is/are rejected.
- 7) ☒ Claim(s) 4-11 is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

Claim Objections

1. Claim 1 recites "the purpose" (line 10-11). There is insufficient antecedent basis for this limitation in the claim.

Allowable Subject Matter

2. Claims 4-11 are objected to as being dependent upon a rejected base claim, but would be allowable if rewritten in independent form including all of the limitations of the base claim and any intervening claims.

The prior art does not teach a shared disk cluster for storing data connected to cluster servers. The cluster servers connected to a call processing network LAN. The telephony and real-time services server computers connected to the call processing network LAN for providing voice processing service control, maintaining application state, load sharing, redundancy and fault recovery. The interface comprises a switching apparatus and telephony resource nodes. A firewall connected between the global data communication network and workflow management computer servers. The workflow management computer servers connected to the firewall and the call processing network LAN.

Claim Rejections - 35 USC § 102

The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in a patent granted on an application for patent by another filed in the United States before the invention thereof by the applicant for patent, or on an international application by another who has fulfilled the requirements of paragraphs (1), (2), and (4) of section 371(c) of this title before the invention thereof by the applicant for patent.

The changes made to 35 U.S.C. 102(e) by the American Inventors Protection Act of 1999 (AIPA) and the Intellectual Property and High Technology Technical Amendments Act of 2002 do not apply when the reference is a U.S. patent resulting directly or indirectly from an international application filed before November 29, 2000. Therefore, the prior art date of the reference is determined under 35 U.S.C. 102(e) prior to the amendment by the AIPA (pre-AIPA 35 U.S.C. 102(e)).

3. Claims 1, 2, 12-14, 16 are rejected under 35 U.S.C. 102(e) as being anticipated by Goss (US: 6687241).

For claims 1, Goss teaches on Fig. 1 and Fig. 2, a call processing network, item 42 Fig. 2 customer (claimed “voice client”), item 11a-11n call centers and item 31 Fig. 1 data center together reads on claimed “an agent”, item 20 PSTN (claimed “a network”). Goss teaches on item 140 Fig. 2, Firewall Server and items 134, 136, 118, 100, 130, 105 Fig. 2, claimed “workflow manager”. Goss teaches on item 32 Fig. 2, Internet (claimed “global data communications network”) which the claimed workflow manager connects to. Goss teaches on item 105 Fig. 2, the workflow manager includes an IP router (reads on claimed “workflow manager for managing workflow”). Goss teaches on column 3 line 63-66 and item 100 Fig. 2, the “enterprise contact server” of the claimed “workflow manager” provides contact services to customers (reads on claimed “workflow manager for servicing client requests”). Goss teaches on column 5 line 11-16, the enterprise contact server of the claimed “workflow manager” receives and routes (claimed “receiving and distributing”) customer’s contact requests (claimed “media events”) to agents.

Goss teaches on column 5 line 22-35, a database that includes skill tables that identify particular skill (claimed “agent attributes”) of each agent. The database is used to determine a qualified and available agent (claimed “associating an available agent with a customer media event”).

Goss teaches on Fig. 2, connections to item 11a-11n multiple call centers are the claimed “means for connecting geographically distributed agent communications” in the call processing network.

Goss teaches on Fig. 2, connection to item 44 Fig. 2 (claimed “web client”) via internet in the call processing network. Goss teaches on column 3 line 63 to column 4 line 4, IP telephony

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application connected to the internet (reads on claimed “by voice”). Goss teaches on column 2 line 10-13 email, voice/video over IP (claimed “at least one other means.....e-mail message”).

Regarding claim 2, Goss teaches on column 4 line 21-23 and item 12 Fig. 2 ACD (claimed “telephony switching apparatus”) connects to item 18 Fig. 2 CTI Server (claimed “telephony resource nodes”). Goss teaches on Fig. 2, CTI link (claimed “said telephony switching apparatus switch coupled to said telephony resource nodes”).

Regarding claim 12, Goss teaches on Fig. 2 an ACD (claimed “telephony switching apparatus”) connects to telephone network. Interfaces for connecting agent communications to telephone network. Interfaces for connecting agent communications to the Internet.

Regarding claim 13, Goss teaches on column 4 line 21-26 ACD interfaces with PSTN via voice trunks. Goss teaches on Fig. 2 CTI (claimed “telephony resource nodes”) connects to PSTN, via ACD, by CTI link and trunks.

Regarding claim 14, Goss teaches on item 46 telephone (reads on claimed “voice transmission means”).

Regarding claim 16, Goss teaches on item 32 Fig. 2 Internet.

Conclusion

Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP § 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the date of this final action.

4. Any inquiry concerning this application and office action should be directed to the examiner Ming Chow whose telephone number is (571) 272-7535. The examiner can normally be reached on Monday through Friday from 8:30 am to 5 pm. If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Fan Tsang, can be reached on (571) 272-7547. Any inquiry of a general nature or relating to the status of this application or

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proceeding should be directed to the Customer Service whose telephone number is (571) 272-2600. Any response to this action should be mailed to:

Commissioner of Patents and Trademarks

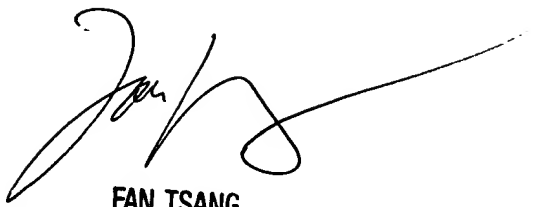
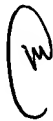
Washington, D.C. 20231

Or faxed to Central FAX Number 571-273-8300.

Patent Examiner

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Ming Chow



FAN TSANG
SUPERVISORY PATENT EXAMINER
TECHNOLOGY CENTER 2600